

Executive Office
Office of Information Technology
FY-2003 Service Agreement

The **EO/OIT Service Agreement** defines the guidelines governing the OD network support services provided by the Office of Information Technology (OIT).

Goals

- Provide dependable, expeditious service and support for the information and technology resources for the OD network users and organizations.
- Standardize configurations and centralize support.
- Respond promptly to problems, account administration, and other service requests.
- Consult with OD network users in a dependable and competent manner.

Support Providers

- OIT will provide IT service and support to the OD network users and organizations.
- The Technical Assistance and Support Center (TASC) Help Desk will receive all requests for OIT technical service and support.

Hours of Service

The core hours of service will be 7:00am to 6:00 pm on business days. The TASC 24x7 web site and the off-hours voicemail serve as the mechanisms for inputting service requests after-hours.

Request for Service and Response Procedures

Non-Emergency Response

- The OD network user will submit all requests for service to the TASC Help Desk by phone on 301-594-3278, email at TASC@nih.gov , or the Internet at <http://support.cit.nih.gov/>.
- The Help Desk will forward to OIT (within 30 minutes of receipt) an electronic ticket¹ containing the specific information about the request.
- An OIT IT technician will respond to the user within 2 hours after the receipt of the ticket and arrange for the servicing of the request.
- The technician will periodically inform the user about the progress of resolving the request issue until the requested service is completed.
- The user can check on the status of an open service request by calling the TASC Help Desk or by using the on-line *Customer Support* web site: <http://support.cit.nih.gov/>.

Emergency Response

If any OD-supported network server experiences an unexpected service outage, OIT will notify those OD network users affected by sending a message via the *OIT News* mailbox; or, if the users are not able to receive email, OIT will use its *Voice Mail Notification System*.

¹ This ticket is invaluable to OIT because it provides an audit trail for error tracking, statistical data needed for monitoring service performance of the OIT technicians, and other useful information used to anticipate organizational resources and future information technology (IT) needs of the OD Network.

Services Covered

The OIT will support the following areas:

Problem Resolution

- Troubleshoot and resolve on-site OD network user workstations and supported servers.
- Reset OD domain network passwords.
- Resolve end-user node outages.
- Check workstations and servers for security intrusions and malicious software.

Consultation

- Consult on IT support issues and services not specifically identified in this SLA.
- Assist in preparing Statements of Work (SOW) and Memorandums of Understanding (MOU) for IT system projects.
- Serve as a technical advisor on IT contracts.
- Assess user training needs.
- Assess requirements for special customer needs.
- Coordinate with vendors in the implementation of document management systems.
- Provide OD IT orientation to new OD network staff.
- Meet and discuss with administrative officers (AO) services offered by OIT, and identify organization's business rules and requirements.
- Attend AO and organizational staff meetings.
- Advise OD network users concerning hardware and/or software issues.
- Advise OD network users' organizations concerning relocation/office moves.

Workstation Configuration

- Install and configure new workstations to OD Desktop Configuration Standards.
- Configure remote access for laptops and workstations.
- Migrate data between workstations.
- Disassemble and reassemble workstations and/or servers for relocation to other sites.
- Sanitize IT OD-owned equipment to be surplus, transferred, or donated².

Network Hosting

- Account management and resource allocation
 - Create, modify, or deactivate OD domain accounts.
 - Create, modify, or deactivate shares, groups, distribution lists, and public folders.
 - Assign file shares.
 - Assign share permissions
 - Create, modify, or deactivate print queues.
- Infrastructure
 - Install, administer, and maintain OD network.
 - Activate existing local-area-network (LAN) outlets.
 - Provide static Internet Protocol (IP) addresses.
- Setup and install new servers
 - Comply with OIT hardware recommendations.
 - Build servers to OIT specifications.
 - Install and tune OS to latest specifications.

² See OD ISSO Policy for Sanitizing IT Equipment before Disposal.

- Monitor hardware resources, software resources, web servers, databases and supported applications; and analyze performance metrics collected from access and error logs and other technical diagnostics.
- Maintain Internet protocol (IP) subnets.
- Monthly Network Maintenance
 - Perform monthly scheduled maintenance every 3rd weekend.
 - Upgrade infrastructure equipment and/or cabling.
 - Install OS, service packs, hot fixes, security, other server firmware updates, hardware, and/or hardware component
 - Install or update customer requested mission critical applications
 - Send reminder notices to those users, who will be affected by the work, on the Wednesday prior to the performance date.
- Setup and support of NT network print devices.
 - Create print devices at the server level.
 - Support TCP/IP printing on the server level.
- NT Server Backup and Recovery
 - Perform weekly full and daily incremental data backups; and on-demand restores.
- Migration Planning and Implementation
 - Migrate user accounts, groups and share objects to new/established servers.
- Host SQL-applications complying with the standard OD network configurations.
- Administer and maintain the system software for OIT-supported Microsoft SQL Servers.
 - Set SQL policies and control of read-only and read/write access to the server.
 - Add, modify, or delete users and groups.
 - Change default property values and create new properties for any system object.
 - Maintain access and error logs.
 - Run activity reports.
 - Create and delete databases.
 - Backup and restore databases.

Web Hosting

- Host Web applications complying with the standard OD network configuration.³
- Maintain Microsoft Internet Information Server (IIS) web security configuration and settings.
 - Set Web policies and control of read-only and read/write access to the server.
 - Add, modify, or delete users and groups.
 - Change default property values and create new properties for any system object.
 - Maintain access and error logs.
 - Run activity reports.
- Monitor Web Server storage space and, if necessary, inform OD of the need to purchase larger capacity hard drives.

Security

- Comply with DHHS-NIH-OIT system security policies.
- Secure the physical plants; i.e., server rooms.
- Provide anti-virus desktop and server support as recommended by OD ISSO.
- Investigate each alert received from CIT Incident Response Team.
- Consult with OD network, application owners per appropriate security levels, practices, etc.

³ For non-compliant systems, a separate OD Service Agreement will be required.